
Management reporting

ACD supervisors and senior supervisors can use the optional Management Reporting package to receive four management reports that describe agent, queue, and trunk activity. This section of the document describes those reports, their fields, and other management reporting options available to supervisors.

Obtaining supervisor reports

An ACD supervisor can view statistical data using a terminal or teletypewriter from an ACD supervisor position. The terminal must be EIA RS-232-C compatible and support the standard ASCII character set. The ACD supervisor display reflects the status of ACD queues and is updated every 30 or 60 seconds (specified through a service change). The supervisor can query schedules and printing options in addition to viewing the ACD information.

One senior supervisor position per customer has the ability to define and change report printing schedules and options. The periodic report schedules and options can also be defined through service change LD 23.

Periodic management reports can be scheduled for regular output on the hour, on the half hour, or less frequently. As of X11 Release 3, report 3 is updated every 15 minutes. The four periodic management reports (REPT) contain statistics accumulated since the previous printing.

The four reports are as follows:

- REPT 1 Agent Group Report
- REPT 2 Queue Report (CDN)
- REPT 3 Trunk Routes Report (RAN)
- REPT 4 Agent Position Report

Before issuing report commands, see “Accessing the command mode” on page 3.

Report Control

Report control, available beginning with X11 Release 18, allows every ACD DN or CDN to customize report generation. The decision to generate reports occurs at the system level, where the report option is set to ON or OFF. The following features apply to report control.

Control Directory Numbers Control Directory Numbers (CDNs) are special DNs to be used with the Enhanced ACD Routing (EAR) feature. ACD Report Control applies to CDNs and ACD DNs. Reporting on CDNs is not available on ACD-D or ACD-MAX until X11 Release 4.

Enhanced Overflow Both the source and the target DNs must have the option turned on for accurate reports. For example, the source ACD DN has the option turned off and the target ACD DN has the option turned on. When a call overflows by count and is answered by the target DN, that call is pegged for the target DN but not for the source DN. For accurate reports, source and target ACD DNs should both be on. To use Enhanced Overflow with ACD-MAX, NACD is required on MAX. It is not possible to use enhanced ACD with ACD-D.

Network ACD When calling across a network, both the local and remote ACD DNs must have the option turned on for reports to be balanced.

Overflow by count The source and target DNs must have the option turned on for accurate reports. For example, the source ACD DN has the option turned off and the target ACD DN has the option turned on. When an overflowed call is answered by the target DN, that call is pegged as answered for the target DN but not for the source DN, resulting in an inaccurate report.

Report commands If the Daily Total report (DTOT) command or System Total report (STOT) commands are issued for a queue that has the option disabled, reports are not generated for these queues.

Time Overflow Both the source and the target DNs must have the option turned on for accurate reports. For example, the source ACD DN has the option turned off and the target ACD DN has the option turned on. When a Time Overflowed (TOF) call is answered by the target DN, that call is pegged as answered for the target DN but not for the source DN.

The Report Control feature affects the following reports:

- **Report 1 (ACD DN report)** When RPRT is yes for the specified ACD DN, this report is printed.
- **Report 2 (ACD queue report)** When RPRT is yes for the specified ACD queue, this report is printed. For CDN reporting, RPRT is yes for CDNs.
- **Report 3 (trunk report)** This report is not affected by the RPRT option. RPRT for CDN produces RAN reports for CDNs.
- **Report 4 (Agent report)** When RPRT is yes for the specified ACD DN, any Agent activity, while belonging to this ACD DN, is printed.
- **Daily Total report** The RPRT option must be yes at the end of the reporting period for a report to be printed. If RPRT is set to yes for part of the reporting period but is turned to no for the rest of it, a report is not printed. If the option is set to no for part of the period, then turned to yes at the end of the reporting period, a report for the full day is printed.
- **Ongoing Status** If RPRT is set to no, ongoing status reports are not printed.

- **Short report** The short report is affected by the RPRT option. Several conditions are possible for the report to print or not to print. For example, Agent 1 is logged on to ACD DN 5512, then moves to ACD DN 5579. The report feature does not follow the agent, but is controlled by the DN. Table 2 shows a report example:

Table 2
Report Control Settings

ACD DN 5512 report control set to:	ACD DN 5579 report control set to:	Report printed for agent
YES	YES	YES
YES	NO	YES
NO	YES	YES
NO	NO	NO

Warning messages

Each printed periodic report (Figures 3 through 9) contains a heading (ACD customer number, date, time) and warning messages (if any), followed by the reports that have been specified. One or more of the following warning messages may appear after the report heading:

SCHED CHG (Schedule Change) This message prints if the periodic reporting schedule has been changed (by the senior supervisor or by service change) since the last reporting period.

INIT (Initialize) This message prints if an initialization has occurred since the last reporting period. The periodic reports do not print because initialization erases all data. The accumulation areas are cleared to ensure accurate statistics for the next reporting period.

PER GT HR (Period Greater Than One Hour) This message prints if the time since the last reporting period exceeds one hour. For example, if the reporting schedule is set from 0800 to 1600 daily, the 0800 report carries this warning message. This message indicates that data in some of the reported fields may be misleading. For example, the Average Agents Available (AVG AGTS) field is calculated assuming a maximum interval of 60 minutes. Similarly, other fields that involve the elapsed time may have overflowed and are reported inaccurately. Three fields are affected as follows:

- **AVG BUSY (Average Busy)** The average time an agent position is busy on a call.
- **AVG MANNED (Average Manned)** The average time an agent position is in Not Ready (NRD) state.
- **INC CCS (Incoming Centi Call Seconds)** The number of CCS (Centi Call Seconds) used. See Report 3, Trunk Routes.

Note: If the calculation of a field requires division and the resulting number is greater than five digits, four asterisks (****) print instead. This also occurs when the calculation requires division by zero. Fields that are not applicable for that category have dots in the line entry.

Report data

This section includes sample management reports. These reports are examples only. Your actual reports will contain different data.

Tables 10 through 17 provide a description of the data contained in each field of the Agent Group Report (REPT 1), Queue Report (REPT 2), Trunk Route Report (REPT 3), and Agent Position Report (REPT 4), as shown in Figures 3 through 9.

Data shown in the Calls Accepted field is based on the following:

- If a call is night forwarded, it is counted in the interflow field for the source ACD DN in the queue report.
- If the night forwarded number is an ACD DN, then calls accepted, answered, and abandoned, among other things, are reflected in the count for the terminating ACD DN. The call is *not* counted as call accepted against the source ACD DN.
- If a call is not night forwarded (whether or not night RAN is given), it counts as a call accepted or answered, among other things, against the source ACD DN. It will not count under the interflow field in this case.
- If the Time Overflow (TOF) feature is used, the calls accepted value includes answered time overflow calls from another queue. Calls to this ACD DN that another queue answers (by time overflow) are not counted.

IVR queues are reported separately in Reports 1, 2, 4, and the Daily Totals Report. The IVR reports do not balance as other reports do.

Fields that are not applicable for a category have dots in the line entry.

If a report is wider than 80 columns, it truncates on an 80-character printer. Reports wrap around on printers that can autowrap.

The following tables show what typical reports look like. These show averages. A Total option shows totals instead of averages.

Table 3
Periodic management report format (X11 Release 9)

ACD 001		1899 02 01											
REPT 1													
ACD DN	AVG AGTS	CALLS ANSWD	ASA	AVG DCP	AVG PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	AVG TIME BUSY	POSN MANNED		
8901	0	7	****	4	16	20	73	0	****	138	646		
8902	0	4	1	27	0	27	134	0	****	110	646		
8903	0	1	14	2	398	400	246	0	****	400	646		
3		12	4	11	42	54	107	0	****	216	646		
REPT 2													
ACD DN	CALLS ACCPD	RECALL TO SRCE	ANSWRED LONGEST WT. TIME	ABNDONED		TSF	OVER FLOW	INTER FLOW	DELAY ANN	THRESHOLDS			
				No	AVG. WT				1ST	2ND	CWTH	BVTH	OVTH
8901	3	3	0	0	****	100	0	0	0	0	2	2	4
8902	4	0	2	0	****	100	0	0	0	0	2	2	4
8903	14	0	14	6	13	100	3	0	5	1	3	2	4
3	21	3	16	6	13	100	3	0	5	1	7	6	12
REPT 3													
ROUTE CODE		NO. OF TRUNKS			INC CALLS	INC CCS	OUT CALLS	OUT CCS	ABANDONED		ANSWERED		
		ASSN	WORK	HPR					BEF-T	AFT-T	BEF-T	AFT-T	
DID-721		2	1	0	2654	0	0	0	2	0	0	3	
TIE-728		1	1	2	123	2	2	1	0	2	3	2	
2		3	2	2	2777	2	2	1	2	2	3	5	
REPT 4													
POS ID	CALLS ANSWD	AVG DCP	AVG PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	BUSY TIME	MANNED TIME	Q/AGT ID		
ACD DN 8901													
30	7	4	16	73	0	0	0	0	138	646	4545		
ACD DN 8902													
19	4	27	0	134	0	0	0	0	110	646	2222		
ACD DN 8903													
44	1	2	398	246	0	0	0	0	400	646	1313		

Table 4
Periodic management report format (X11 Release 10)

ACD 001		1899 02 01									
REPT 1											
ACD DN	AVG AGTS	CALLS ANSWD	ASA	AVG DCP	AVG PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	AVG TIME BUSY	POSN MANNED
8901	0	7	****	4	16	20	73	0	****	138	646
8902	0	4	1	27	0	27	134	0	****	110	646
8903	0	1	14	2	398	400	246	0	****	400	646
3		12	4	11	42	54	107	0	****	216	646
REPT 2											
ACD DN	CALLS ACCEPTED	RECALL TO SOURCE	ANSWERED LONGEST WT. TIME	ABNDONED No	AVG. WT	TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW	DELAY ANN 1ST 2ND
8901	3	3	0	0	****	100	7	0	0	0	0 0
8902	4	0	2	0	****	100	0	0	0	0	0 0
8903	14	0	14	6	13	100	0	7	3	0	5 1
3	21	3	16	6	13	100	7	7	3	0	5 1
REPT 3											
ROUTE CODE	NO. OF TRUNKS			INC CALLS	INC CCS	OUT CALLS	OUT CCS	ABANDONED		ANSWERED	
	ASSN	WORK	HPR					BEF-T	AFT-T	BEF-T	AFT-T
DID-721	2	1	0	2654	0	0	0	2	0	0	3
TIE-728	1	1	2	123	2	2	1	0	2	3	2
2	3	2	2	2777	2	2	1	2	2	3	5
REPT 4											
POS ID	CALLS ANSWD	AVG DCP	AVG PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	BUSY TIME	MANNED TIME	Q/AGT ID
ACD DN 8901											
32	7	4	16	73	0	0	0	0	138	646	4545
ACD DN 8902											
20	4	27	0	134	0	0	0	0	110	646	2222
ACD DN 8903											
45	1	2	398	246	0	0	0	0	400	646	1313

Table 5
Periodic management report format (X11 Release 12) (Part 1 of 2)

ACD 001		1899 02 01											
REPT 1													
ACD DN	AVG AGTS	CALLS ANSWD	ASA	AVG DCP	AVG PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	# XFER IDN ACD		AVG TIME POSN BUSY MANNED	
8901	0	7	****	4	16	20	73	0	****	1234	34	138	646
8902	0	4	1	27	0	27	134	0	****	32	198	110	646
8903	0	1	14	2	398	400	246	0	****	12	16	400	646
3		12	4	11	42	54	107	0	****	1278	248	216	646
REPT 2													
ACD DN	CALLS ACCPED	RECALL TO SOURCE	ANSWERED LONGEST WT. TIME		ABNDONED No AVG. WT		TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW	DELAY ANN 1ST 2ND	
8901	3	3	0		0 ****		100	7	0	0	0	0	0
8902	4	0	2		0 ****		100	0	0	0	0	0	0
8903	14	0	14		6 13		100	0	7	3	0	5	1
3		21	3		16		6 13	100	7	7	3	0	5 1
REPT 3													
ROUTE CODE		NO. OF TRK		INC CALLS	INC CCS	OUT CALLS	ABANDONED BEF-T AFT-T		ANSWERED BEF-T AFT-T		ALL TRK BUSY PEG TOTAL LONG		
DID-721		1 0		2654	0	0	2 0		85 10		3 10 6		
TIE-728		1 2		123	2	2	0 2		219 10		2 8 5		
2		1 2		2777	2	2	2 2		304 20		5 0 0		
INTERFLOW ROUTES													
TIE-726		16 0		60	4	10					1 3 3		
TIE-733		20 0		30	2	28					0 0 0		

Table 5
Periodic management report format (X11 Release 12) (Part 2 of 2)

2		36	0	90	6	39					1	0	0
REPT 4													
POS	CALLS	AVG	AVG	AVG	DN	INC	DN	OUT	# XFER	BUSY	MANNED	Q/AGT	
ID	ANSWD	DCP	PCP	WAIT	INC	TIME	OUT	TIME	IDN	ACD	TIME	TIME	ID
ACD DN 8901													
32	7	4	16	73	0	0	0	0	1234	34	138	646	4545
ACD DN 8902													
20	4	27	0	134	0	0	0	0	32	198	110	646	2222
ACD DN 8903													
45	1	2	398	246	0	0	0	0	12	16	400	646	1313
3	12	11	42	107	0	0	0	0	1278	248	11	32	

Table 6
Periodic management report format (X11 Release 16) (Part 1 of 2)

REPT 1		ACD 001				1899 02 01							
ACD DN	AVG AGTS	CALLS ANSWD	ASA	AVG DCP	AVG PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	# XFER IDN	ACD	BUSY	MANNED
8901	0	7	****	4	16	20	73	0	****	1234	34	138	646
8902	0	4	1	27	0	27	134	0	****	32	198	110	646
8903	0	1	14	2	398	400	246	0	****	12	16	400	646
3		12	4	11	42	54	107	0	****	1278	248	216	646
REPT 2													
ACD DN	CALLS ACCPTED	RECALL TO SOURCE		ANSWERED LONGEST WT. TIME		ABNDONED No AVG. WT		TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW /BUSY	DELAY ANN 1ST 2ND
8901	3	3		0		0		****	100	7	0	0	20I 0 0
8902	4	0		2		0		****	100	0	0	0	10B 0 0
8903	14	0		14		6		13	100	0	7	3	55I 5 1
3	21	3		16		6		13	100	7	7	3	75I 6 1 10B

Table 6
Periodic management report format (X11 Release 16) (Part 2 of 2)

REPT 3												
ROUTE CODE	NO. OF TRK		INC CALLS	INC CCS	OUT CALLS	ABANDONED		ANSWERED		ALL TRK BUSY		
	WORK	HPR				BEF-T	AFT-T	BEF-T	AFT-T	PEG	TOTAL	LONG
DID-721	1	0	2654	0	0	2	0	85	10	3	10	6
TIE-728	1	2	123	2	2	0	2	219	10	2	8	5
2	1	2	2777	2	2	2	2	304	20	5	0	0
INTERFLOW ROUTES												
TIE-726	16	0	60	4	10					1	3	3
TIE-733	20	0	30	2	28					0	0	0

REPT 4													
POS ID	CALLS ANSWD	AVG DCP	AVG PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	# XFER IDN	ACD	BUSY TIME	MANNED TIME	Q/AGT ID
ACD DN 8901													
32	7	4	16	73	0	0	0	0	1234	34	138	646	4545
ACD DN 8902													
20	4	27	0	134	0	0	0	0	32	198	110	646	2222
ACD DN 89 03													
45	1	2	398	246	0	0	0	0	12	16	400	646	1313
3	12	11	42	107	0	0	0	0	1278	248	11	32	

Table 7
Periodic management reports (X11 Release 16) (call treatment changed in report period)
(Part 1 of 2)

REPT 1				ACD 001				1899 02 01					
ACD DN	AVG AGTS	CALLS ANSWD	ASA	AVG DCP	AVG PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	# XFER		AVG TIME POSN	
										IDN	ACD	BUSY	MANNED
8901	0	7	****	4	16	20	73	0	****	1234	34	138	646
8902	0	4	1	27	0	27	134	0	****	32	198	110	646
8903	0	1	14	2	398	400	246	0	****	12	16	400	646
3		12	4	11	42	54	107	0	****	1278	248	216	646

Table 7
Periodic management reports (X11 Release 16) (call treatment changed in report period)
(Part 2 of 2)

REPT 2													
ACD DN	CALLS ACCTED	RECALL TO SOURCE	ANSWERED LONGEST WT. TIME	ABANDONED No	AVG. WT	TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW BUSY	DELAY ANN 1ST	ANN 2ND	
8901	3	3	0	0	****	100	7	0	0	20I	0	0	
8902	4	0	2	0	****	100	0	0	0	15I 10B	0	0	
8902	14	0	14	6	13	100	0	7	3	55I	5	1	
3	21	3	16	6	13	100	7	7	3	90I 10B	6	1	
REPT 3													
ROUTE CODE	NO. OF TRK WORK		INC CALLS	INC CCS	OUT CALLS	ABANDONED		ANSWERED		ALL TRK BUSY			
		HPR				BEF-T	AFT-T	BEF-T	AFT-T	PEG	TOTAL	LONG	
DID-721	1	0	2654	0	0	2	0	85	10	3	10	6	
TIE-728	1	2	123	2	2	0	2	219	10	2	8	5	
2	1	2	2777	2	2	2	2	304	20	5	0	0	
INTERFLOW ROUTES													
TIE-726	16	0	60	4	10					1	3	3	
TIE-733	20	0	30	2	28					0	0	0	
2	36	0	90	6	38					1	0	0	
REPT 4													
POS ID	CALLS ANSWD	AVG DCP	AVG PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	# XFER IDN	ACD	BUSY TIME	MANNED TIME	Q/AGT ID
ACD DN 8901													
32	7	4	16	73	0	0	0	0	1234	34	138	646	4545
ACD DN 8902													
20	4	27	0	134	0	0	0	0	32	198	110	646	2222
ACD DN 89 03													
45	1	2	398	246	0	0	0	0	12	16	400	646	1313
3	12	11	42	107	0	0	0	0	1278	248	11	32	

Table 8
Periodic management report format (X11 Release 17) (Part 1 of 2)

ACD 001		1899 02 01											
REPT 1													
ACD DN	AVG AGTS	CALLS ANSWD	ASA	AVG DCP	AVG PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	# XFER IDN ACD		AVG TIME POSN BUSY MANNED	
8900	2	11	14	47	171	218	37	4	16	1	1	1252	1455
8900	1	12	3	42	17	59	89	1	11	0	1	726	1800
6788	1	3	20	29	0	29	436	0	****	0	0	86	1394
8989	0	0	****	****	****	****	****	0	****	0	0	*****	*****
4	4	26	11	43	80	123	107	5	15	1	2	829	1526
REPT 2													
ACD DN	CALLS ACCPTE		RECALL TO SOURCE		ANSWERED LONGEST WT. TIME		ABANDONED No AVG. WT		TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW BUSY
8900	17		0		48		3 26		64	0	3	5	3B
8900	14		4		9		1 14		100	3	0	0	2I
6788	3		0		30		0 ****		33	0	0	1	0
8989	0		0		0		0 ****		0	0	0	0	0
4	34		4		48		4 23		76	3	3	6	2I 3B
CDN	CALLS ACCPTE		CALLS ANSWERED			ABANDONED		TSF	ROUTE BY	DISC	BUSY	DFLT DN	
			NO	ASA	LONG WT	NO	AVG T						
6800	7		0	****	0	0	*****	0	0	0	0	7	
6801	15		6	27	30	2	10	25	7	0	0	0	
6802	3		0	****	0	0	****	25	7	0	0	0	
3	25		6	27	30	2	10	0	0	0	3	0	
REPT 3													
ROUTE CODE		NO - OF - TRK WORK HPR		INC CALLS	INC CCS	OUT CALLS	ABANDONED BEF-T AFT-T		ANSWERED BEF-T AFT-T		ALL TRK BUSY PEG TOTAL LONG		
TIE-721		240 0		448	472	0	8 7		325 23		0 0 0		
CO-711		48 0		1051	1244	0	9 0		959 17		0 0 0		
2		288		0	1499	1716	0	17	7	1284	40	0	0

Table 8
Periodic management report format (X11 Release 17) (Part 2 of 2)

INTERFLOW ROUTES													
TIE-720		119	0	441	472	213			6	202	68		
1		119	0	441	472	213			6	3	1		
RAN ROUTES													
RAN-789		3	...	22	2					...			
RAN-792		2	...	1	0					...			
2		5	...	23	2					...			
REPT 4													
POS	CALLS	AVG	AVG	AVG	DN	INC	DN	OUT	XFER		BUSY	MANNED	AGTID
ID	ANSWD	DCP	PCP	WAIT	INC	TIME	OUT	TIME	IDN	ACD	TIME	TIME	Q / P
ACD DN 8900													
4330	7	57	162	30	2	54	0	0	0	0	1588	1800	9999
01													
6805	4	30	187	48	2	34	0	8	1	1	916	1110	7777
01													
ACD DN 8800													
4335	12	42	18	90	1	14	-	9	-	1	827	19--	8888
04													
ACD DN 6788													
6810	3	29	0	436	0	0	0	0	0	0	86	1394	6666
01													
ACD DN 8989													
4	26	43	80	107	5	2	0	0	1	2	55	102	

Table 9
Periodic management report format (X11 Release 18) (Part 1 of 2)

ACD 001		1899 02 01											
REPT 1													
ACD DN	AVG AGTS	CALLS ANSWD	ASA	AVG DCP	AVG PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	# XFER IDN ACD		AVG TIME POSN BUSY MANNED	
8800	2	11	14	47	171	218	37	4	16	1	1	1252	1145
8900	1	12	3	42	17	59	89	1	11	0	1	726	1800
6788	1	3	20	29	0	29	436	0	****	0	0	86	1394
8989	0	0	****	****	****	****	****	0	****	0	0	****	****
4		26	11	43	80	123	107	5	15	1	2	829	1526
IVR DN	AVG AGTS	CALLS ANSWD	ASA	AVG DCP	AVG PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	# XFER IDN ACD		AVG TIME POSN BUSY MANNED	
8888	1	3	5	50	0	50	16	0	0	0	1	80	100
1	1	3	5	50	0	50	16	0	0	0	1	80	100
REPT 2													
ACD DN	CALLS ACCPTEd		RECALL TO SOURCE		ANSWERED LONGEST WT. TIME		ABANDONED NO. AVG. WT		TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW BUSY
8800	17		0		48		3 26		64	0	3	5	3B
8900	14		4		9		1 14		100	3	0	0	2
6788	3		0		30		0 ****		33	0	0	1	0
8989	0		0		0		0 ****		0	0	0	0	0
4	34		4		48		4 23		76	3	3	6	2 3B
CDN	CALLS ACCPTEd		CALLS ANSWERED				ABANDONED		TSF	ROUTE TO	DISC	BUSY	DFLT DN
			NO	ASA	LONG WT		NO.	AVG. WT					
6800	7		0	****	0		0	****	0	0	0	0	7
6801	15		6	27	30		2	10	25	7	0	0	0
6802	3		0	****	0		0	****	0	0	0	3	0
3	25		6	27	30		2	10	25	7	0	3	7
IVR DN	CALLS ACCPTEd		RECALL TO SOURCE		ANSWERED LONGEST WT. TIME		ABANDONED NO. AVG. WT		TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW BUSY
8888	5		0		10		0 ****		100	0	0	0	0
8887	2		0		2		1 30		50	0	0	0	0
2	7		0		10		1 30		75	0	0	0	0

Table 9
Periodic management report format (X11 Release 18) (Part 2 of 2)

REPT 3												
ROUTE CODE	NO - OF - TRK		INC CALLS	INC CCS	OUT CALLS	ABANDONED		ANSWERED		ALL TRK BUSY		
	WORK	HPR				BEF-T	AFT-T	BEF-T	AFT-T	PEG	TOTAL	LONG
TIE-721	240	0	448	472	0	8	7	325	23	0	0	0
CO-711	48	0	1051	1244	0	9	0	959	17	0	0	0
2	288	0	1499	1716	0	17	7	1284	40	0	0	0
INTERFLOW ROUTES												
TIE-720	119	0		441	472		213			6	202	68
1	119	0		441	472		213			6	3	1
RAN ROUTES												
RAN-789	3	...	22	2						...		
RAN-792	2	...	1	0						...		
2	5	...	23	2						...		
REPT 4												
POS ID	CALLS ANSWD	AVG DCP	AVG PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	BUSY TIME	MANNED TIME	Q/AGT ID	
ACD DN 8900												
4330 01	7	57	162	30	2	54	0	0	1588	1800	9999	
6805 01	4	30	187	48	2	34	0	8	916	1110	7777	
ACD DN 8800												
4335 04	12	42	17	89	1	14	0	8	726	1800	8888	
ACD DN 6788												
6810 01	3	29	0	436	0	0	0	0	86	1394	6666	
ACD DN 8989												
4	26	43	80	107	5	2	0	0	55	102		
POS ID	CALLS ANSWD	AVG DCP	AVG PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	BUSY TIME	MANNED TIME	Q/AGT ID	
IVR DN 8888												
25	10	7	16	73	0	0	0	0	155	601	4444	
1	10	7	16	73	0	0	1	0	155	601	1	

Report 1: Agent Group Report

Beginning with X11 Release 18, the IVR queue statistics are separated from the regular queue statistics and appended to Report 1.

Report 1 reflects the activity of the ports used for IVR.

- The CALLS ANSWRD field increments when an IVR port answers a call that was queued to its ACD-DN by way of the ITR for IVR command. The ASA field reflects only the time the call was queued to this ACD-DN, not the total duration of the call.
- The # XFER field increments when a call is queued to the IVR queue in Not CCR-Handled mode, and the IVR port transfers or conferences the call. The # XFER field increments when the transfer or conference is complete.

Table 10
Report 1: Agent Group Report field descriptions (Part 1 of 3)

Field title	Description
ACD DN (4 to 7 digits)	Identification The ACD DN (up to seven digits) is given to identify the queue.
IVR DN	Identification The IVR DN (up to seven digits) provides IVR treatment to incoming calls. See <i>Automatic Call Distribution feature description</i> (553-2671-110).
AVG AGTS (4 digits)	Average Agents Available The sum of all the Position Manned times for this queue, divided by the length of the reporting interval (e.g., 1800 or 3600 seconds). This statistic is meaningless in reporting periods that last longer than 1 hour, such as the first report of the day. It is meaningless because the manned time may exceed the length of the reporting interval, thus indicating more agents than the actual number of agents.
CALLS ANSWD (5 digits)	Incoming Calls Answered The number of ACD calls answered by an ACD agent position within the ACD DN (see Note 1).
ASA (4 digits)	Average Speed of Answer This is the sum of all waiting times for all calls coming into the ACD queue (and answered), divided by the number of incoming calls answered, including Enhanced Overflow Calls from other queues, but not including Timed Overflow In Calls from another queue nor Network ACD calls that are answered by a remote target agent. Even though Enhanced Overflow Calls are TOF In Calls, they will be included in the ASA calculation of the target queue in order to account for the time the call waited in the target's queue. (TOF In Calls are calls answered by an agent of this queue because the call had been put in the TOF queue of another source DN and an agent of the other source DN.) The ASA value is changed because TOF In Calls represent calls that are answered but <i>not</i> accepted by this ACD DN—which is the target queue of a TOF queue (see Note 3).
AVG DCP (4 digits)	Average Direct Call-Processing (DCP) Time Average time (in seconds) that each agent spent handling ACD calls. Handling time is the time from initial answer of the call to final release of the call (see AVG HDCP). Average DCP time is the sum of all handling times, divided by the number of incoming calls answered by the group.

Table 10
Report 1: Agent Group Report field descriptions (Part 2 of 3)

Field title	Description
AVG HDCP (4 digits)	Average Held Direct Call Processing Time (optional field) Average time (in seconds) that each agent spent with an ACD call placed on Hold. Handling time is measured from the time the agent puts the ACD call on Hold to the time the agent becomes active on the call again or the caller abandons the call. Average HDCP time is the sum of all ACD call hold times divided by the number of ACD calls answered by the group. When HDCP appears, AVG DCP time does not include the HDCP time; AVG DCP time is the time that the agents are active on the call, excluding holding time of ACD calls.
TOTAL HDCP (5 digits)	Total Held Direct Call Processing Time (optional field) Total time in seconds spent with an ACD call on hold. The hold time is measured from the time that the agent puts the ACD call on Hold until the agent becomes active again on the ACD call or it is released by the caller. Total HDCP is the sum of all times that this agent position had ACD calls on Hold. When this field is displayed, TOTAL DCP time only reflects the time that the agent position was active on the ACD calls. If no calls are answered at this agent position, a zero is output for totals.
AVG PCP (4 digits)	Average Post/Pre Call-Processing (PCP) Time Average time in seconds that each agent spent Not Ready per ACD incoming call. Average PCP time is measured from the time the agent goes into Not Ready (NRD key activated, or the Not Ready SPRE code is entered), until the occurrence of any event that removes the agent from Not Ready. The average PCP time is the total time accumulated against all NRD states divided by the total number of ACD calls answered on this group (see Note 2).
AVG WORK (4 digits)	Average Work Time Average time (in seconds) that each agent required to serve incoming ACD calls. This includes Direct Call-Processing, Held Direct Call-Processing (if options are selected), and Post/Pre Call-Processing times (see Note 2).
AVG WAIT (4 digits)	Average Waiting Time This is the sum of all time that an agent was available to receive an ACD call divided by the number of incoming ACD calls answered (see Note 2).
DN CALLS (5 digits)	Number of DN Call A peg count of the number of times that agents initiated or received a call on their individual DN keys. Transfer and conference keys are also included in this category.
AVG TIME (4 digits)	Average DN Call Time This is the sum of all times from the initial selection of the individual DN key, including transfer and conference keys, to the final release of the call, divided by the number of these calls. The system only accumulates call time for one DN call per agent position at a time. It is not possible to add multiple simultaneous events as the total would exceed real clock time. This means that if an agent position has more than one DN key and the agent uses both at once, the reported DN call time will not be accurate (cannot track both DN keys). Agent positions should be configured with only one DN key unless the customer is willing to forego the accuracy of DN call statistics.

Table 10
Report 1: Agent Group Report field descriptions (Part 3 of 3)

Field title	Description
AVG-TIME- POSN AVG. BUSY (5 digits) AVG MANNED (5 digits)	Average Position Busy and Manned Time This is a two-part field. The AVG BUSY time is the sum of all Position Manned times, minus the sum of all waiting times, divided by the number of positions that had any Position Manned time accumulated against them. AVG MANNED time is the sum of all Position Manned times, divided by the number of agent positions that had manned time accumulated (see Note 4). An agent position is considered manned whenever one of the following conditions exists: — The MAKE BUSY lamp is dark and the agent is logged in. — The MAKE BUSY lamp becomes lit while the agent is active on any call and the agent is logged in. — The agent position is in the Not Ready state and the agent is logged in. — The agent is logged in and has not entered the Make Set Busy SPRE code (for the 500/2500 agent telephones).
Note 1: Data shown in the CALLS ACCEPTED field is based on the following: — If a call is Night Forwarded, it is counted in the INTERFLOW field for the Source ACD DN in the Queue report. — If the Night Forwarded number is an ACD DN, the call accepted, answered, or abandoned, among other things, is reflected in the count for the destination ACD DN. The call is not counted as accepted against the source ACD DN. — If a call is not Night Forwarded (whether or not Night RAN is given), it counts as call accepted or answered, among other things, against the source ACD DN. It will not count under Interflow in this case. — If the Time Overflow feature is used, the Calls Answered value includes calls that Time Overflowed from another queue to this one (TOF-IN), as well as the number of calls that Time Overflow to another ACD DN (TOF-OUT) from this one. — This report displays only the time spent in the ACD queue. EAR calls are reflected in the CALLS ANSWD field if the calls are answered at the ACD DN. CDN reports show information from the caller's point of view. For example, a call script could be written such that a call would wait 10 seconds before it is queued to an ACD DN. If the call then waited 10 more seconds before being answered, the wait time in the CDN would show 20 seconds and the wait time in the ACD DN would show 10 seconds. Note 2: These fields may indicate abnormally high values if the number of calls the group answered is less than the average number of agents available. This tells the supervisor doing load management that the group was over-manned during the reported interval (previous report period). Note 3: This report displays only the time spent in the ACD queue, not the time spent in the system (in the CDN). EAR calls are reflected in the CALLS ANSWD field if the calls are answered at the ACD DN. However, only the time that the call spent in the ACD queue is reflected, not the time spent in the system. Note 4: AVG BUSY time can also be considered as the sum of all busy time for the group, divided by the number of agent positions that accumulated manned time.	

Report 2: Queue Report

Report 2 has been modified with the Time Overflow feature. Beginning with X11 Release 10, the Threshold fields (CWITH, BYTH, OVTH) are removed and are replaced by the following field types:

- Recall to Source
- Answered Longest Wait Time
- Time Overflow In and Time Overflow Out

X11 Release 16 added an entry to REPT 2 for the Supervisor Control of Queue Size feature. The column heading previously labeled Interflow now reads Interflow/Busy. The Interflow and Busy reports are mutually exclusive, so a queue may have one or the other listed on the report. If an entry appears because a CCR IVR call abandons while queued to an IVR queue or presented to a busy treatment, the entry has a “B” beside the numbers. For the entry appearing for an interflow treatment, an “I” appears next to the number. The totals line appears split with the “B” and “I” labels indicating the busy and interflow totals independently. It also indicates calls that went to Night treatments if defined in the ACD DN. See Table 6 for an example of management reports with this feature.

If the configuration changes during the period covered by a single report, and calls have been treated with both options, a dual line display appears. The entries are designated with the “B” and “I” indicators. The Interflow or Busy treatment is determined in the service change.

With X11 Release 17, first and second RAN access are no longer pegged against the ACD DN queue, and Delay Announcement columns were removed from Report 2. The RAN information is included in the RAN report section of Report 3.

CDN report With X11 Release 17, a report is appended to Report 2 showing CDN statistics. This report applies primarily to EAR and CCR calls, with fields showing CDN, CALLS ACCPTED, BUSY, and DFLT DN. Some fields apply to CCR only; some are reserved for future use.

Table 11
Report 2: CDN header format

CDN	CALLS ACCPTE	CALLS ANSWERED			ABANDONED		TSF	ROUTE BY		DISC	BUSY	DFL DN
		NO	ASA	LONG WT	NO.	AVG. WT		IVR	CCR			
6800	7	0	****	0	0	****	0	0	1	0	0	7
6801	15	6	27	30	2	10	25	1	1	0	0	0

Table 12
Report 2: CDN appendix (Part 1 of 2)

Field title	Description
CDN (4 to 7 digits)	Control DN This field shows the directory number (up to 7 digits) of the CDN.
CALLS ACCPTE (6 digits)	Calls Accepted The total number of calls entering the CDN and receiving controlled operation or default operation. CALLS ACCPTE = CALLS ANSWERED NO + ABANDONED NO + ROUTE TO + DISC + BUSY + DFL DN
CALLS ANSWERED NO (5 digits)	Number of Calls Answered The number of calls that entered the CDN and were answered with the controlled operation.
ASA (4 digits)	Average Speed of Answer The average time, in seconds, that each answered ACD call had to wait for an answer. This value is the cumulative total of counts since the last periodic report time. It includes Enhanced Overflow calls, but not Time Overflow (TOF) In Calls nor Network ACD calls from another queue. (TOF In Calls are calls answered by an agent of this queue because the call had been put in the TOF queue of another ACD DN and an agent of this ACD DN was available to answer the call before an agent of the source ACD DN.) The ASA value is changed because TOF In Calls represent calls that are answered but <i>not</i> accepted by this ACD DN—which is the target queue of a TOF queue.
LONG WT (8 digits)	Longest Wait time The longest time a call waited before answer in the CALLS ANSWERED NO field.
ABANDONED NO (3 digits)	Number of Abandoned calls The total number of calls accepted into the CDN but abandoned before being answered through the controlled operation.
AVG WT (4 digits)	Average Wait The total of all waiting times for abandoned calls divided by the number of calls abandoned in the ABANDONED NO field.

Table 12
Report 2: CDN appendix (Part 2 of 2)

Field title	Description
TSF (4 digits)	Telephone Service Factor The percentage of controlled calls answered or abandoned before the time threshold defined as the TSFT for the CDN.
ROUTE TO (4 digits)	Routed calls The number of controlled calls given a Route To command (and no additional processing).
DISC (4 digits)	Forced Disconnect The total number of controlled calls that were given forced disconnect by the system.
BUSY (4 digits)	Forced Busy The total number of controlled calls given the forced busy treatment by CCRM, including calls busied by the CDN call ceiling.
DFLT DN (4 digits)	Default DN The number of CDN calls that were sent to the default ACD DN.
Note 1: The CALLS ACCPTED field is pegged when a call enters a CDN. Note 2: The CALLS ANSWERED field is <i>not</i> incremented by a CCR IVR call if the call is placed in an IVR queue by way of an IVR command and answered at an IVR port. With this feature, the ROUTE TO field is split to include calls routed by IVR and calls routed by CCR. Calls routed by CCR are routed by way of the ITR for IVR command. Note 3: The ROUTE BY IVR field is incremented if the call is queued to receive IVR treatment and the IVR device initiates a call modification to another field. Note 4: Only the CALLS ACCPTED, BUSY, and DFLT DN fields apply to EAR calls.	

IVR Queues With X11 Release 18 and later, when a CCR call is queued to an IVR queue by the ITR for IVR command, the call appears in the CALLS ACCPTED report field. (If a CCR call enters the queue via a Queue To command, the call appears in the CALLS ACCPTED field only if it is answered by a queue agent.)

The ANSWERED LONGEST WT. TIME and TSF times reflect the time the call was queued to the IVR queue, not the total duration of the call.

Table 13
Report 2: IVR header format

IVR DN	CALLS ACCEPTED	RECALL TO SOURCE	ANSWERED LONGEST WT. TIME	ABANDONED NO. AVG. WT	TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW BUSY
8888	5	0	10	0 ****	100	0	0	0	0
8887	2	0	2	1 30	50	0	0	0	0

Table 14
Report 2: IVR appendix (Part 1 of 3)

Field title	Description
IVR DN (4 to 7 digits)	IVR Identification The IVR DN (up to seven digits) provides IVR treatment to incoming calls. See <i>Automatic Call Distribution feature description</i> (553-2671-110).
CALLS ACCEPTED (6 digits)	Calls Accepted The total number of calls placed in this IVR DN call queue, including any Overflow by Number calls from another IVR DN and the EAR calls routed by the default treatment to this IVR DN (see Note 1).
RECALL TO SOURCE (6 digits)	Recall To Source Recall to Source increments when a call Time Overflows in the Target IVR DN queue (because it previously Overflowed or Interflowed by number) and is recalled back to the source IVR DN to be linked to the source IVR DN's TOF queue (see Note 2).
ANSWERED LONGEST WT. TIME (8 digits)	Longest Wait Time for Answered Calls The longest time a call had to wait before being answered. This value could include Enhanced Overflow calls that were answered by a target agent, but does not include Time Overflow calls nor Network ACD calls answered by a target agent. It does include Recall to Source calls answered by a source agent. The <i>Total</i> line of all reports shows the Longest Wait Time for all ACD DN's. The hourly report shows the Longest Wait Time for that hour per ACD DN. It includes the EAR calls which were sent by the default treatment to this ACD DN.
ABANDONED NO. and AVG. WT. (3 digits and 4 digits)	Number of Calls Abandoned and Average Waiting Time for each call The sum of all waiting times for caller-disconnected calls divided by the number of calls abandoned in this queue. Calls abandoned while being presented to an agent are included. Calls abandoned in the Time Overflow (TOF) queue are charged against the called IVR DN.

Table 14
Report 2: IVR appendix (Part 2 of 3)

Field title	Description
TSF (4 digits)	Telephone Service Factor Measures how quickly incoming calls are answered. The customer specifies the time T (in seconds) with a service change or by using the TSF command as described in “Telephone Service Factor time (TSF)” on page 29. The percentage of incoming calls answered or abandoned before T seconds is the TSF. A value of 100 means that all calls were answered or abandoned within T seconds. BT = calls Answered/Abandoned BEFORE T seconds AT = calls Answered/Abandoned AFTER T seconds TO = TOTAL of calls Answered or Abandoned (1) $BT + AT = TO$ (2) $BT \div TO = TSF$ Calls Time Overflowed and answered by target agents (TOF In Calls) are included in these calculations because TOF In Calls accumulate a Before T (BT) value. However, TOF In Calls do not last in the target queue long enough to accumulate an After T (AT) value. Calls Time Overflowed from a source IVR DN (TOF-OUT) are not counted in this field because the TSF factor does not apply to calls answered by the source agent. The TSF field is upgraded when the next report is updated. The TSF field is not upgraded when the IVR queue goes into night service or during the 30-second display of ongoing status.
TOF IN (3 digits)	Time Overflow Calls In The number of calls redirected by the Time Overflow (TOF) feature. The TOF-IN field shows the number of calls that exceed a TOF Timer (TOFT), the number of Enhanced Overflow calls that exceeded the Enhanced Overflow table timer, and Network ACD calls that were answered by a remote target agent that overflowed by time into this ACD DN.
TOF OUT (3 digits)	Time Overflow Calls Out The number of calls redirected by the Time Overflow (TOF) feature. The TOF-OUT field shows the number of calls that exceed the TOFT and overflow by time to a target IVR DN.
OVERFLOW (5 digits)	Calls Overflowed to Another Queue The total number of calls redirected to another IVR DN with Automatic Overflow, excluding Time Overflow calls.

Table 14
Report 2: IVR appendix (Part 3 of 3)

Field title	Description
INTERFLOW BUSY (7 digits)	Calls given standard Interflow treatment or calls given Busy tone The number of calls treated as standard Interflow calls and calls given a busy tone by Supervisor Control of Queue Size. Interflow calls are indicated with an I appended to the entry; calls treated with the busy tone are noted with a B next to the entry. The Totals row lists both types of call treatment.
Note 1: Data shown in the CALLS ACCPTED field is based on the following: — If a call is Night Forwarded, it is counted in the INTERFLOW field for the source IVR DN in the Queue report. If the Night Forwarded number is an IVR DN, then calls accepted, answered, or abandoned, among other things, are reflected in the count for the destination IVR DN. The call is not counted as call accepted, among other things, against the source IVR DN. — If a call is not Night Forwarded (whether or not Night RAN is given), it counts as call accepted or answered, among other things, against the source IVR DN. It will not count under Interflow in this case. — If the Time Overflow feature is used, the Calls Answered value includes answered Time Overflow calls from another queue. Calls to this IVR DN that are answered by another queue (via Time Overflow) are not counted. Note 2: The source IVR DN to which the call is recalled has its Call Accepted value incremented.	

If a CCR IVR call resides in an IVR queue and an ACD queue agent becomes available, the call transfers from the IVR queue to the ACD agent. This is also true for ACD queue CCR IVR calls presented to an IVR port (applies to interruptible mode IVR only). The IVR-queue pegging shows the call as accepted. No other IVR Queue Report statistics are pegged for that call.

Table 15
Report 2: Queue Report field descriptions (Part 1 of 3)

Field title	Description
ACD DN (4 to 7 digits)	ACD Identification Shows the ACD DN (up to seven digits) of the queue being reported.
IVR DN (4 to 7 digits)	IVR Identification The IVR DN (up to seven digits) provides IVR treatment to incoming calls. See <i>Automatic Call Distribution feature description</i> (553-2671-110).
CALLS ACCEPTED (6 digits)	Calls Accepted The total number of calls placed in this ACD DN call queue, including any Overflow by Number calls from another ACD DN. Time Overflow calls from another ACD DN are not included. It includes the EAR and CCR calls routed by the default treatment to this ACD DN (see Note 1).
RECALL TO SOURCE (6 digits)	Recall To Source If a call Time Overflows while in the Target ACD DN queue (because it previously Overflowed or Interflowed by number), then it is recalled back to the source ACD DN to be linked to the source ACD DN's TOF queue and the Recall To Source field increments (see Note 2).
ANSWERED LONGEST WT. TIME (8 digits)	Longest Wait Time for Answered Calls This field shows the longest time a call had to wait before being answered, excluding Time Overflow calls answered by a target agent but including Recall to Source calls answered by a source agent. The total line shows the Longest Wait Time for all ACD DN's. The hourly report shows the Longest Wait Time for that hour per ACD DN, including the EAR and CCR calls sent by default treatment to this ACD DN.
ABANDONED NO. and AVG. WT. (3 digits and 4 digits)	Number of Calls Abandoned and Average Waiting Time for each call This number is the sum of all waiting times for caller-abandoned calls, divided by the number of abandoned calls. The sum includes calls abandoned while being presented to a target queue agent. Calls abandoned while in the Time Overflow (TOF) queue are charged against the called ACD DN.

Table 15
Report 2: Queue Report field descriptions (Part 2 of 3)

Field title	Description
TSF (4 digits)	Telephone Service Factor The TSF measures how quickly incoming calls are answered. The customer specifies the time T (in seconds) in a service change or by using the TSF command described in "Telephone Service Factor time (TSF)" on page 29. The percentage of incoming calls answered or abandoned before T seconds is the TSF. A value of 100 means that all calls were answered or abandoned within T seconds. BT = calls Answered/Abandoned BEFORE T seconds AT = calls Answered/Abandoned AFTER T seconds TO = TOTAL of calls Answered or Abandoned (1) $BT + AT = TO$ (2) $BT \div TO = TSF$ Calls Time Overflowed and answered by target agents (TOF In Calls) are included in these calculations because TOF In Calls accumulate a Before T (BT) value. However, TOF In Calls do not last in the target queue long enough to accumulate an After T (AT) value. Calls Time Overflowed from a source ACD DN (TOF-OUT) are not counted in this field because the TSF factor does not apply to calls answered by the source agent. The TSF field is upgraded when the next report is updated. The TSF field is not upgraded when the IVR queue goes into night service or during the 30-second display of ongoing status.
OVERFLOW (5 digits)	Calls Overflowed to Another Queue The total number of calls redirected to another ACD DN by using Automatic Overflow, excluding Time Overflow calls.
INTERFLOW (7 digits)	Calls Interflowed to Another DN The total number of calls removed from this queue and directed to another (internal or external) DN by the interflow mechanism (see Note 4). This field does not include Time Overflow calls.
INTERFLOW BUSY (7 digits)	Calls given standard Interflow treatment or calls given Busy tone This field indicates the number of calls treated as standard Interflow calls and calls given a busy tone by the Supervisor Control of Queue Size feature. Interflow calls are indicated with an I appended to the entry; calls treated with the busy tone are noted with a B next to the entry. The Totals row lists both call types.
TOF IN (3 digits)	Time Overflow Calls In The number of calls redirected by the Time Overflow (TOF) feature. The TOF-IN field shows the number of calls that a TOF Timer (TOFT) overflows by time into this ACD DN.

Table 15
Report 2: Queue Report field descriptions (Part 3 of 3)

Field title	Description
TOF OUT (3 digits)	Time Overflow Calls Out The number of calls redirected by the Time Overflow (TOF) feature. The TOF-OUT field shows the number of calls that exceed the TOFT and overflow by time to a target ACD DN.
DELAY-ANN 1ST 2ND (4 digits each)	First and Second RAN Count They are reflected as RAN route accesses in the RAN report of Report 3, which also shows RAN access requested by EAR. These two fields show the number of times first and second Recorded Announcement (RAN) treatment was given during the reported period. A call can only get one First RAN treatment and one peg against DELAY-ANN 1ST. Each time that a call receives second RAN treatment, it is pegged against DELAY-ANN-2ND (see Note 5).
THRESHOLDS CWTB BYTH OVTH	Automatic Queue Overflow Thresholds These are three thresholds associated with Automatic Call Queue Overflow (see Note 3). CWTB = Call Waiting Threshold BYTH = Busy Threshold OVTH = Overflow Threshold
Note 1: Data shown in the CALLS ACCPTD field is based on the following: — If a call is Night Forwarded, it is counted in the INTERFLOW field for the source ACD DN in the Queue report. If the Night Forwarded number is an ACD DN, then calls accepted, answered, or abandoned, among other things, are reflected in the count for the destination ACD DN. The call is not counted as call accepted, among other things, against the source ACD DN. — If a call is not Night Forwarded (whether or not Night RAN is given), it counts as call accepted or answered, among other things, against the source ACD DN. It will not count under Interflow in this case. — If the Time Overflow feature is used, the Calls Answered value includes answered Time Overflow calls from another queue. Calls to this ACD DN that are answered by another queue (via Time Overflow) are not counted. Note 2: The source ACD DN to which the call is recalled has its Call Accepted value incremented. Note 3: The Threshold fields do not appear in X11 Release 10 and later. They are replaced by TOF IN/TOF OUT field reports. Note 4: The Interflow field does not appear in X11 Release 16 reports. It is replaced by the field heading INTERFLOW/BUSY. This field lists the totals of calls treated with Interflow treatment or Busy tone. Note 5: The DELAY ANN 1ST and 2ND peg count does not necessarily equal the CALLS ACCPTD peg count. It is possible for a caller to hear RAN both before and after a transfer. In this case, the CALLS ACCPTD count would tally only one call while there are two DELAY ANN pegs.	

Report 3: RAN Report

REPT 3 includes RAN route information in the Interflow routes section. With X11 Release 17 and later, first and second RAN access is not pegged against the ACD DN queue.

The following table gives information on the fields of Report 3.

Table 16

Report 3: Trunk Routes Report field descriptions (Part 1 of 2)

Field title	Description
ROUTE CODE (up to 7 digits)	Trunk Route Identification The trunk route access code and the type. (For example, CO, FX, and WATS trunks for all X11 software releases. In addition, DID, CCSA, and Tie trunks for X11 Release 3 and later; RAN trunk route for X11 Release 17 and later.) If the DN expansion package has been included, this field is three spaces longer.
NO-OF-TRK WORK HPR (4 digits)	Number of Trunks A snapshot of the number of trunks assigned and working, plus priorities, at report generation time. — ASSN The number of trunks (including non-ACD trunks) currently assigned to the trunk route. — WORK The number of trunks (including non-ACD trunks) that are currently enabled. — HPR The number of trunks currently given priority.
INC CALLS (6 digits)	Total Number of Incoming Calls Offered The total number of calls that came in on this trunk route (including non-ACD calls) during the report period. The total number of calls per ACD DN equals the total number of INC CALLS for all trunk routes terminating on the ACD DN (see Note 1).
INC CCS (5 digits)	Total Incoming Traffic The total incoming trunk traffic for the trunk route (in CCS) between seizure and disconnect (including non-ACD calls, if any). See Note 2.
OUT CALLS (5 digits)	Total Outgoing Calls The total number of calls outgoing on this route. These are non-ACD calls, but could include outgoing calls made from the DN keys of the ACD agent positions.
OUT CCS (5 digits)	Total Outgoing Traffic This figure shows the outgoing call traffic (in CCS) on the trunk route.

Table 16
Report 3: Trunk Routes Report field descriptions (Part 2 of 2)

Field title	Description
ABANDONED BEF-T AFT-T (5 digits) (6 digits)	ACD Auto-Terminating Trunk Calls Abandoned Two peg counts of calls abandoned showing how many were abandoned before and after the time T used for TSF. The value used for T depends on the trunk involved and on which queue that trunk terminates. The ABANDONED AFT-T field indicates the number of calls abandoned after a customer-defined Time Threshold.
ANSWERED BEF-T AFT-T (6 digits) (5 digits)	ACD Auto-Terminating Trunk Calls Answered The number of calls delayed longer than the customer-specified time is shown in the ANSWERED AFT-T field. The value for T is obtained from the ACD DN whose agent answered the call. If a call time overflows and is answered by a target ACD DN, the value of T set for the target ACD DN is used. When the value of T is set to a minimum value such as 1, all calls encountering any delay are counted as having waited. The definition of calls that have waited too long can be adjusted by changing the T value.
ALL-TRK-BUSY PEG TOTAL LONG (4 digits) (5 digits) (4 digits)	All Trunks Busy This statistic shows the All Trunks Busy (ATB) information of the ACD Routes and the Interflow Trunk Routes at the time of report generation (see Note 3) PEG: The ATB peg count of the route TOTAL: The total duration of the ATB condition of the route in seconds LONG: The longest ATB duration of the route
Note 1: INC CALLS equals ABANDONED BEF-T AFT-T plus ANSWERED BEF-T AFT-T. Do not try to relate these fields to those of ACD-C reports 1 and 2 (CALLS ANSWD, CALLS ACCPT, and ABANDONED NO). These fields are auto-terminating trunks and reflect how the trunk was first handled (answered or abandoned). Note 2: Only Route Code, No-of-Trunks Working, INC Calls, and INC CCS apply to the RAN report, X11 Release 17. Note 3: If a trunk busy condition exists beyond a single reporting period (for example, it begins during period 1 and is still busy during period 2), that condition may be pegged for both periods. The ATB count may differ slightly from the other peg totals.	

Report 4: Agent Position Report

The IVR ports statistics are separated from the non-IVR agent position statistics as shown in Table 14, “Report 2: IVR appendix,” on page 60.

Table 17
Report 4: Position Report field descriptions (Part 1 of 3)

Field title	Description
POS ID (up to 7 digits)	Identification Shows the ACD POS ID of the agent being reported.
CALLS ANSWD (5 digits)	Incoming Calls Answered at this Position Total incoming calls, including Time Overflow calls to this agent position (TOF In Calls).
AVG DCP or TOTAL DCP (5 digits)	Average or Total Direct Call-Processing (DCP) Time Handling time is the time between initial answer to the final release of the call (see Total HDCP). The Average DCP time is the sum of all handling times (the time between initial answer and the final release of the call) divided by the number of answered calls. The Total DCP time is the total of all the times the In Calls key lamp was steadily lit, which is handling time minus total HDCP time. If no ACD calls were answered at this agent position, the average field contains asterisks (****); totals contains zeros.
TOTAL HDCP (5 digits)	Total Held Direct Call-Processing Time (Optional Field) The sum of all hold times, measured from the time that the agent places the ACD call on Hold until the agent reactivates the call or the caller disconnects. When this field appears, TOTAL DCP only reflects the time that the agent position was active on the ACD calls. If no calls are answered at this agent position, the totals field contains zeros.
AVG PCP or TOTAL PCP (5 digits)	Average or Total Post/Pre Call-Processing Time Average or total time, in seconds, that this position was in the Not Ready state, measured from the time that the agent activates the Not Ready key until any event that removes the position from Not Ready: for example, pressing the In Calls key, pressing the Not Ready key again, or going active on any DN key. The average PCP time is the sum of all Not Ready times divided by the number of ACD calls answered at the agent position. The total PCP time is the total of all Not Ready state times. If no ACD calls were answered at this agent position, the average field displays asterisks (****) and the totals field displays zeros.

Table 17
Report 4: Position Report field descriptions (Part 2 of 3)

Field title	Description
AVG WAIT or TOTAL WAIT (5 digits)	Average or Total Waiting Time Average or total time that the agent position was available to receive calls. The average wait time is the sum of all the waiting time that the agent position was available to receive any call, divided by the number of ACD calls answered at this agent position. The total waiting time sums all waiting times for this agent position. If no ACD calls were answered at this agent position, the fields show asterisks (****); if there was no waiting a zero appears. See Note 1.
DN INC (4 digits)	Total number of incoming calls Shows the total number of incoming calls on the agent's DN key(s) during the report period.
INC TIME (4 digits)	Total duration The duration (in seconds) of all incoming calls on the agent's DN key(s) during the report period, timed from call answer to final call release.
DN OUT (4 digits)	Total number of outgoing calls The total number of outgoing calls from this agent position using DN, conference, or transfer keys.
OUT TIME (5 digits)	Total time Total time (in seconds) of all outgoing calls from this agent position timed from the initial DN activation to final call release. See Note 2.
BUSY TIME (5 digits)	Total Position Busy Time Total agent position manned time, minus the total waiting time shown in seconds.
MANNED TIME (6 digits)	Total Position Manned Time The sum of all manned time for all agent positions. Time is accumulated when an agent position is considered manned and the agent is logged in under one or more of the following conditions: — The MAKE BUSY lamp is dark and the agent is logged in. — The MAKE BUSY lamp becomes lit while the agent is active on any call and the agent is logged in. — The agent position is Not Ready and the agent is logged in (see Notes 1 and 2).

Table 17
Report 4: Position Report field descriptions (Part 3 of 3)

Field title	Description
AGT ID Q / P (4 digits)	Agent Identification (Optional Field) The ACD AGENT ID of the agent being reported. This field appears when Report Control in Service Change LD 23 defines the Short Report and Agent ID options as YES. If a new agent occupies the agent position, the ID of the previous agent appears, accompanied by an asterisk. Note: If an agent is not logged in when the report is generated, the Agent ID will not appear in the report. One or more Short Reports with Agent ID are generated when one or more of the following conditions exist: — A new agent logs in to an agent position that was manned by another logged in agent. In this case the Q/AGT ID field will show the Agent ID of the previous agent. The line of statistics reflects data accumulated for the previously logged-in agent. — The position is moved from one ACD group (ACD DN) to another. In this case, the Q/AGT ID field will display the queue identification of the queue to which the agent was formerly assigned. — The priority of the Agent at the time of printing appears under the Agent ID.
Note 1: All of the REPT 4 time fields are reported as currently manned (or previously, if not currently manned). If the optional AGENT ID is used along with Short Reports, the Short Report will show all of the time for the agent position during the reported period. Note 2: If an agent is involved in a conference call or an IDN call, or is transferring a call when the report is generated, the OUT TIME field includes the call start time minus the current time. The DN OUT and XFER IDN fields are not incremented until the call is released, and they are reflected in the next reporting period. Note 3: The INC TIME and the OUT TIME fields do not include the amount of time the IDN call was on hold.	

Ongoing Status Display

The Ongoing Status Display is presented on the Video Display Terminal (VDT) display, and updated every 30 or 60 seconds, as specified through ACD Service Change. The Ongoing Status Display reports on both ACD DN's and CDN's for the customer.

EAR The TSF, ASA, and #CALLS IN QUEUE fields include EAR calls routed by the *default* treatment to the ACD DN since these calls are treated as if they had entered the queue directly. CDNs do not appear in the status display, as incoming CDN calls are routed to the default ACD DN immediately.

Ongoing Status report control determines if the ongoing status information is printed. If RPRT is no, ongoing status reports are not printed.

An example of the Ongoing Status Display Output is shown in Table 18.

Table 18
Ongoing Status Display format

ACD DN	TSF	ASA	# CALLS IN QUEUE	# POS MANNED	# POS DCP	# POS PCP	# POS WTG	# POS NON ACD	# VIRTUAL CALLS QD
2222	100	2	0	1	0	1	0	0	0
5555	46	120	8	1	1	0	0	0	0
ACD DN	TSF	ASA	# CALLS IN QUEUE	# POS MANNED	# POS DCP	# POS PCP	# POS WTG	# POS NON ACD	# VIRTUAL CALLS QD
2222	100	2	0	1	0	1	0	0	0
5555	45	184	7	2	2	0	0	0	0
ACD DN	TSF	ASA	# CALLS IN QUEUE	# POS MANNED	# POS DCP	# POS PCP	# POS WTG	# POS NON ACD	# VIRTUAL CALLS QD
2222	100	2	0	1	0	1	0	0	0
5555	44	242	6	3	3	0	0	0	0
ACD DN	TSF	ASA	# CALLS IN QUEUE	# POS MANNED	# POS DCP	# POS PCP	# POS WTG	# POS NON ACD	# VIRTUAL CALLS QD
2222	100	2	0	3	1	1	1	0	0
5555	44	296	5	4	4	0	0	0	0
ACD DN	TSF	ASA	# CALLS IN QUEUE	# POS MANNED	# POS DCP	# POS PCP	# POS WTG	# POS NON ACD	# VIRTUAL CALLS QD
2222	100	2	0	3	1	1	1	0	0
5555	44	296	5	4	4	0	0	0	0

CCR Ongoing Status Display appears for CDNs if it is in the *controlled* mode.

The Queue To command sends CCR calls to an ACD DN. The ACD DN #CALLS IN QUEUE field does not include the CCR calls. The TSF and ASA fields only include CCR calls answered by agents of this ACD DN.

If the CCR feature is used, the Ongoing Status Display reports on both ACD DN's and CDN's for the customer. CDN's have values only in the TSF, ASA, and #CALLS IN QUEUE fields; all other fields contain asterisks.

The fields are as follows:

- # CALLS IN QUEUE reflects the total controlled calls in the system that originated from this CDN.
- TSF indicates the percentage of controlled calls answered or abandoned before a certain threshold (TSFT).
- ASA displays the average speed of answer for the calls that entered this CDN and were answered through the controlled operation.

If load management or error conditions change the CDN to default mode from controlled mode, the Ongoing Status still appears. The Ongoing Status Display does not show the CDN's if they are always in the default mode. Abnormal conditions that divert new calls to the default ACD DN prevent the CDN #CALLS IN QUEUE field from incrementing until a Start Up message is received, although the CDN continues to appear on the Ongoing Status report.

An example of the Ongoing Status Display Output for CCR CDNs is shown in Table 20.

Table 19
Ongoing Status Display field descriptions (Part 1 of 2)

Field title	Description
ACD DN (4 to 7 digits)	Identification Shows the ACD DN of the queue being reported.
TSF (3 digits)	Telephone Service Factor The percentage of incoming calls answered or abandoned before T seconds is the TSF. The customer specifies the time T in seconds with a service change or the TSF command as described in “Telephone Service Factor time (TSF)” on page 29. A value of 100 means that all calls were answered or abandoned within T seconds. BT = calls Answered/Abandoned BEFORE T seconds AT = calls Answered/Abandoned AFTER T seconds TO = TOTAL of calls Answered or Abandoned (1) $BT + AT = TO$ (2) $BT \div TO = TSF$ Calls Time Overflowed and answered by target agents (TOF In Calls) are included in these calculations because TOF In Calls accumulate a Before T (BT) value. However, TOF In Calls do not last in the target queue long enough to accumulate an After T (AT) value. Calls Time Overflowed from a source ACD DN (TOF-OUT) are not counted in this field because the TSF factor does not apply to calls answered by the source agent.
ASA (3 digits)	Average Speed of Answer This is the average time, in seconds, that each answered ACD call had to wait for an answer, excluding Time Overflow (TOF) In Calls from another queue that were answered by an agent of this queue because an agent of this ACD DN was available before an agent of the source ACD DN was. The ASA value changes because TOF In Calls reflect calls that are answered but <i>not</i> accepted by this ACD DN, the target queue of a TOF queue.
# CALLS IN QUEUE (5 digits)	Number of Calls in Queue This is a snapshot of the number of calls awaiting service in this queue, but not yet connected to an agent position. It includes calls in the queue's Time Overflow queue and sent by a CDN with the default treatment.
# POS MANNED	Number of Manned Positions The number of agent positions associated with this queue for which the MAKE BUSY lamp is dark.
# POS DCP	Agents Direct Call-Processing The number of agent positions currently active on the In Calls key, including those that have the ACD calls on Hold.

Table 19
Ongoing Status Display field descriptions (Part 2 of 2)

Field title	Description
# POS PCP	Agents Post Call-Processing Snapshot of the number of agent positions currently in Not Ready state.
# POS WTG	Positions Waiting Snapshot of the number of agent positions currently available to receive an incoming ACD call.
# POS NON-ACD	Positions on Non-ACD Calls Snapshot of the number of agents active on a key other than the In Calls key.
# VIRTUAL CALLS QD	Number of Virtual Calls Queued The number of Source Time Overflow, Call Request Queue, and CCR calls in queue. Virtual calls include Timed Overflow, Enhanced Overflow, and Customer Controlled Routing calls.

Table 20
CCR Ongoing Status Display field descriptions

Field title	Description
TSF (3 digits)	Telephone Service Factor The percentage of CCR calls in controlled mode that were answered or abandoned before the TSF threshold.
ASA (3 digits)	Average Speed of Answer The average speed of answer for the calls that entered this CDN and were answered through the controlled operation.
# CALLS IN QUEUE (5 digits)	Number of calls in queue This reflects the total controlled CDN calls in the system that originated from this CDN. Refer to the Note.
Note: If an abnormal condition occurs (for example, the link going down), new calls are diverted to the default ACD DN. If this happens, the CDN still appears on the ongoing status report, but the #CALLS IN QUEUE field for the CDN does not increment until a Start Up message is received from the CCRM application module. The #CALLS IN QUEUE field for the ACD DN does not include the CCR calls. CCR calls are calls that are queued to an ACD DN by a Queue To command from the CCRM application module. The TSF and ASA fields include the CCR calls only if they were answered by agents of this ACD DN. The #CALLS IN QUEUE field for the CDN increments when calls enter the CDN and are controlled by the CCRM application.	

Asterisks appear in the # VIRTUAL CALLS QD field because a CDN cannot have virtual calls queued to it. In Table 21, all fields shown with asterisks do not apply for CDNs.

Table 21
CCR Ongoing Status Display field description for CCR CDN (5555)

ACD DN	TSF	ASA	#CALLS IN QUEUE	#POS MANNED	#POS DCP	#POS PCP	#POS WTG	#POS NON-ACD	#VIRTUAL CALLS QD
2222	100	2	5	1	0	1	0	0	0
5555	46	50	10	****	****	****	****	****	****

Short Reports

A short report prints after an agent logs in to an agent position occupied earlier in the reporting period by another agent. The report contains the statistics accumulated for the old agent before the move. New statistics begin accumulating on the new agent as soon as the move occurs.

Short Reports are also generated when the physical position is moved to another queue by using the SAPA Load Management Command as described in “Select Agent Position Assignment (SAPA)” on page 20.

An Agent Position Report (indicating a Short Report) is shown in Table 22. The Short Report prints as agent 15 logs into position 3832, which was previously occupied by agent 11. Note that this report reflects the work performed by agent 11 while occupying this position. The next regularly scheduled Report 4 indicates the work performed by agent 15 during the remainder of the reporting period. The system totals line includes the work performed by agent 11.

Table 22
Report 4: Short Report

POS ID	CALLS ANSWD	AVG DCP	AVG PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	# XFER IDN ACD	BUSY TIME	MANNED TIME	AGTID Q/P
3832	8	152	12	20	0	0	0	0	0 2	1865	2403	11A
Note: Letters indicate how the agent position was changed: A = Agent logout/login P = Agent's priority changed using SAGP/LAGP command Q = Agent moved to new queue using SAPA/LAPA command												

Enhanced daily totals

The customer can schedule cumulative Enhanced Reports 1, 2, 3, and 4 for the end of each daily period. The report format is the same as that for the hourly/half-hourly reports, but the averages and totals reflect a 24-hour period, defined by start and end times. A start and end time of 0 hours permits reports to be printed at midnight. The system total line of statistics is included in each daily report.

For Report 1, the fields DN CALLS, BUSY TIME, and MANNED TIME show the total of all the individual reports (total number of DN calls and total of AVG and MANNED times). The # XFER IDN and ACD fields reflect totals, as in other scheduled reports. The other fields are the averages of the information on all of the individual reports, except for ABANDONED AVG WT and TSF, which are the averages of all the individual reports.

For Report 3, if the DN Expansion package is included, the ROUTE CODE field is three spaces larger. The result is more than 80 columns in each report. For both situations, the reports are not completely shown if the printer is an 80-character printer. Figures 22 through 17 show typical report formats.

The senior supervisor can issue two commands to see daily and system totals. The commands are DTOT (Daily Totals) and STOT (System Totals). Refer to *Automatic Call Distribution ACD management commands and reports* (553-2671-112).

DTOT This command, followed by the desired report number (1, 2, 3, or 4), presents a Daily Totals report on the senior supervisor's terminal. Statistics shown in the reports are those accumulated since the beginning of the current daily period to the current time and include system totals for each requested report. If an initialization occurs in the reporting period, an INI00 message is presented preceding the DTOT report. The command format is as follows:

DTOT X

Legend:

X = Report number (1, 2, 3, or 4)

After the ACD report for Report 2 is printed, a new CDN report is appended to the end of the ACD Report 2.

STOT This command, followed by the desired report number (1, 2, 3, or 4), presents a System Totals report on the senior supervisor's terminal. Statistics in the reports are those accumulated since the last hourly/half-hourly report. If an initialization occurred in the reporting period, a message is presented before the STOT report. The command format is as follows:

STOT X

Legend:

X = Report number (1, 2, 3, or 4)

After the ACD report for Report 2 prints, a new CDN report is appended to the end of the ACD Report 2. For information about the Time Overflow feature, see "Time Overflow threshold (TLDD)" on page 28.

Note: If the ACD Report Control feature is enabled and reports for all ACD DN's are turned off, the only report printed is Report 3, Trunks.

Tables 23 through 25 provide a description of the new data fields contained in the Enhanced Reports feature available in X11 Release 12 and later software packages.

Table 23
Enhancements to Report 1: Agent Group Report added field description

Field title	Description
# XFER IDN # XFER ACD (4 digits each)	Number of Calls Transfer/Conference This is a two-part field added in X11 Release 12. The # XFER IDN count is the sum of all the calls the agent transferred or conferenced while on an active IDN call. The # XFER ACD count is the sum of all the calls the agent transferred or conferenced while on an active ACD call. Before X11 Release 12, transferred or conferenced calls were included in the DN CALLS column.

Table 24
Enhancements to Report 3: Trunk Routes Report, modified field description

Field title	Description
NO-OF-TRK WORK HPR (4 digits each)	Number of Trunks This statistic shows a snapshot of the number of trunks working and the priority setting at the time of report generation: — WORK: The number of trunks, including non-ACD trunks, that are currently enabled — HPR: The number of trunks currently given priority (Note 1)
ALL-TRK-BUSY PEG TOTAL LONG (4 digit) (5 digit) (4 digit)	All Trunks Busy This statistic shows the All Trunks Busy (ATB) information of the ACD Routes and the Interflow Trunk Routes at the time of report generation (see Note 4): — PEG: The ATB peg count of the route — TOTAL: The total duration of the ATB condition of the route in seconds — LONG: The longest ATB duration of the route
INTERFLOW ROUTES	Interflow Trunk Routes These statistics show the Interflow route activity. (See Notes 2 and 3.)
RAN ROUTES	RAN Trunk Routes These statistics show the RAN route activity. To enable the RAN reporting for a specific RAN route, the RACD (LD 16) for that RAN route must be set to YES. If it is set to NO, the statistics for that RAN route are not printed. (Notes 2 and 3.)
Note 1: The ASSN field has been removed from under NO-OF-TRUNKS. The OUT CCS field is also removed from this report. Note 2: Some fields are not supported. These fields are indicated by “.” Note 3: Interflow trunk routes are defined in Service Change LD 14 when the prompt RACD = YES. Note 4: If a trunk busy condition exists beyond a single reporting period (for example, it begins during period 1 and is still busy during period 2) that condition may be pegged for both periods. The ATB count may differ slightly from the other peg totals.	

Table 25
Enhancements to Report 4: Position Report added field description

Field title	Description
# XFER IDN # XFER ACD (4 digits each)	Number of Calls Transfer/Conference This is a two-part field that is added in X11 Release 12. The # XFER IDN count is the sum of all the calls transferred or conferenced that were originated by the agent while on an active IDN call. The # XFER ACD count is the sum of all the calls transferred or conferenced that were originated by the agent while on an active ACD call. Before X11 Release 12, transferred or conferenced calls were included in the DN OUT column. When the Total (TOT4) option is enabled, the BUSY TIME field is eliminated to allow room for this column. The time associated with the calls is displayed in the OUT TIME field.

Beginning with X11 Release 18, the Daily Totals Report separates IVR statistics and CDN reporting changes. The print format is the same as that of the regular reports. The daily report data reflects the totals and averages of the data accumulated over the daily reporting period

Daily system totals

A line of statistics prints at the bottom of each report, showing system totals for all report data for all ACD DN/Pos IDs in a customer's ACD operation.

A few of the report data items do not have system totals or have system totals expressed in different units from those of the individual fields. The discrepancies between individual fields and total fields are listed by report as follows:

Report 1 Agent Group The number in the ACD DN field reflects the total number of ACD DNs. Data for the AVG AGTS field does not appear as it represents a customer decision, not ACD group performance.

Report 2 Call Queue The number shown in the ACD DN field reflects the total number of ACD DN.

CDN statistics are appended to the end of Report 2 and have a different header. The CDN reports detail the treatment for all calls that enter the CDN. For detailed information on this report, refer to Table 12, "Report 2: CDN appendix," on page 58.

Report 3 Trunk Routes The numbers reflect the total number of trunks reported on the system. Report fields include the ROUTE CODE that shows all trunks that auto-terminate on all customer ACD DN's, Interflow Routes, and RAN Routes.

Report 4 Agent Position The number shown in the Pos ID field represents the total number of Pos IDs in the customer's operation. Data for the INC TIME, OUT TIME, BUSY TIME, and MANNED TIME fields are expressed in minutes. The other fields are expressed in seconds. The system totals for all total fields are expressed in minutes, while the system totals for all average fields are expressed in seconds. The AGT ID field is not reported as it would show the same total as the Pos ID.

STOT This command, followed by the desired report number (1, 2, 3, or 4), presents a System Totals report on the senior supervisor's terminal. Statistics in the report(s) are those accumulated since the last hourly/half-hourly report.

Table 26
Format of a typical periodic totals report (X11 Release 9)

ACD 001		1899 02 01											
REPT 1													
ACD DN	AVG AGTS	CALLS ANSWD	ASA	TOTAL DCP	TOTAL HDCP	TOTAL PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	AVG TIME BUSY	POSN MANNED	
8901	0	7	****	4	20	16	20	73	0	****	138	646	
8902	0	4	1	27	27	0	27	134	0	****	110	646	
8903	0	1	14	2	400	398	400	246	0	****	400	646	
3		12	4	11	447	42	54	107	0	****	216	646	
REPT 2													
ACD DN	CALLS ACCPED	RECALL TO SOURCE	ANSWERED LONGEST WT. TIME	ABANDONED NO AVG. WT		TSF	OVER FLOW	INTER FLOW	DELAY 1ST	ANN 2ND	THRESHOLDS CWTB BVTH OVTH		

Table 26
Format of a typical periodic totals report (X11 Release 9)

8901	3	3	0	0	****	100	0	0	0	0	2	2	4
8902	4	0	2	0	****	100	0	0	0	0	2	2	4
8903	14	0	14	6	13	100	3	0	5	1	3	2	4
3	21	3	16	6	13	100	3	0	5	1	7	6	12
REPT 3													
ROUTE CODE	NO. OF TRUNKS			INC CALLS	INC CCS	OUT CALLS	OUT CCS	ABANDONED		ANSWERED			
	ASSN	WORK	HPR					BEF-T	AFT-T	BEF-T	AFT-T		
DID-721	2	1	0	2654	0	0	0	2	0	0	3		
TIE-728	1	1	2	123	2	2	1	0	2	3	2		
2	3	2	2	2777	2	2	1	2	2	3	5		

Table 27
Format of a typical periodic totals report (X11 Release 10)

ACD 001		1899 02 01											
REPT 1													
ACD DN	AVG AGTS	CALLS ANSWD	ASA	TOTAL DCP	TOTAL HDCP	TOTAL PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	AVG TIME BUSY	POSN MANNED	
8901	0	7	****	4	20	16	20	73	0	****	138	646	
8902	0	4	1	27	27	0	27	134	0	****	110	646	
8903	0	1	14	2	400	398	400	246	0	****	400	646	
3		12	4	11	447	42	54	107	0	****	216	646	
REPT 2													
ACD DN	CALLS ACCPTE	RECALL TO SOURCE	ANSWERED LONGEST WT. TIME	ABANDONED NO	AVG. WT	TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW	DELAY 1ST	ANN 2ND	
8901	3	3	0	0	****	100	7	0	0	0	0	0	
8902	4	0	2	0	****	100	0	0	0	0	0	0	
8903	14	0	14	6	13	100	0	7	3	0	5	1	
3	21	3	16	6	13	100	7	7	3	0	5	1	
REPT 3													
ROUTE CODE	NO. OF TRUNKS			INC CALLS	INC CCS	OUT CALLS	OUT CCS	ABANDONED		ANSWERED			
	ASSN	WORK	HPR					BEF-T	AFT-T	BEF-T	AFT-T		
DID-721	2	1	0	2654	0	0	0	2	0	0	3		
TIE-728	1	1	2	123	2	2	1	0	2	3	2		
2	3	2	2	2777	2	2	1	2	2	3	5		

Table 28
Format of a typical periodic totals report (X11 Release 12)

REPT 1				ACD 001		1899 02 01								
ACD DN	AVG AGTS	CALLS ANSWD	ASA	TOTAL DCP	TOTAL HDCP	TOTAL PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	# XFER IDN ACD		AVG TIME BUSY	POSN MANNED
8901	0	7	****	4	20	16	20	73	0	****	1234	34	138	646
8902	0	4	1	27	27	0	27	134	0	****	32	198	110	646
8903	0	1	14	2	400	398	400	246	0	****	12	16	400	646
3		12	4	11	447	42	54	107	0	****	1278	248	216	646
REPT 2														
ACD DN	CALLS ACC-PTED	RECALL TO SOURCE		ANSWERED LONGEST WT. TIME		ABANDONED NO AVG. WT		TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW	DELAY 1ST	ANN 2ND
8901	3	3		0		0		****	100	7	0	0	0	0
8902	4	0		2		0		****	100	0	0	0	0	0
8903	14	0		14		6		13	100	0	7	3	0	1
3	21	3		16		6		13	100	7	7	3	0	1
REPT 3														
ROUTE CODE	NO. OF TRK			INC CALLS	INC CCS	OUT CALLS	ABANDONED		ANSWERED		ALL TRK BUSY			
	WORK	HPR					BEF-T	AFT-T	BEF-T	AFT-T	PEG	TOTAL	LONG	
DID-721	1	0		2654	0	0	2	0	85	10	3	10	6	
TIE-728	1	2		123	2	2	0	2	219	10	2	8	5	
2	1	2		2777	2	2	2	2	304	20	5	0	0	
INTERFLOW ROUTES														
TIE-726	16	0		60	4	10					1	3	3	
TIE-733	20	0		30	2	28					0	0	0	
2	36	0		90	6	38					1	0	0	
REPT 4														
POS ID	CALLS ANSWD	TOTAL DCP	TOTAL HDCP	TOTAL PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	# XFER IDN ACD		BUSY TIME	MANNED TIME	Q/AGT ID
ACD DN 8901														
32	7	4	13	16	73	0	0	0	0	1234	34	138	646	4545
ACD DN 8902														
20	4	27	24	0	134	0	0	0	0	32	198	110	646	2222
ACD DN 89 03														
45	1	2	29	398	246	0	0	0	0	12	16	400	646	1313
3	12	11	66	42	107	0	0	0	0	1278	248	11	32	

Table 29
Format of a typical periodic totals report (X11 Release 16)

ACD 001		1899 02 01												
REPT 1														
ACD DN	AVG AGTS	CALLS ANSWD	ASA	TOTAL DCP	TOTAL HDCP	TOTAL PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	# XFER IDN	ACD	AVG TIME BUSY	POSN MANNED
8901	0	7	****	4	20	16	20	73	0	****	1234	34	138	646
8902	0	4	1	27	27	0	27	134	0	****	32	198	110	646
8903	0	1	14	2	400	398	400	246	0	****	12	16	400	646
3		12	4	11	447	42	54	107	0	****	1278	248	216	646
REPT 2														
ACD DN	CALLS ACC-PTED	RECALL TO SOURCE		ANSWERED LONGEST WT. TIME		ABANDONED NO	AVG. WT	TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW/ BUSY	DELAY 1ST	ANN 2ND
8901	3	3		0		0	****	100	7	0	0	20I	0	0
8902	4	0		2		0	****	100	0	0	0	10B	0	0
8903	14	0		14		6	13	100	0	7	3	0	5	1
3	21	3		16		6	13	100	7	7	3	20I 10B	6	1
REPT 3														
ROUTE CODE	NO. OF TRK WORK		HPR	INC CALLS	INC CCS	OUT CALLS	ABANDONED BEF-T	AFT-T	ANSWERED BEF-T	AFT-T	PEG	ALL TRK BUSY TOTAL	LONG	
DID-721	1	0		2654	0	0	2	0	85	10	3	10	6	
TIE-728	1	2		123	2	2	0	2	219	10	2	8	5	
2	1	2		2777	2	2	2	2	304	20	5	0	0	
INTERFLOW ROUTES														
TIE-726	16	0		60	4	10					1	3	3	
TIE-733	20	0		30	2	28					0	0	0	
2	36	0		90	6	38					1	0	0	
REPT 4														
POS ID	CALLS ANSWD	TOTAL DCP	TOTAL HDCP	TOTAL PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	# XFER IDN	ACD	BUSY TIME	MANNED TIME	Q/AGT ID
ACD DN 8901														
32	7	4	13	16	73	0	0	0	0	1234	34	138	646	4545
ACD DN 8902														
20	4	27	24	0	134	0	0	0	0	32	198	110	646	2222
ACD DN 89 03														
45	1	2	29	398	246	0	0	0	0	12	16	400	646	1313
3	12	11	66	42	107	0	0	0	0	1278	248	11	32	

Table 30
Format of a typical periodic report (X11 Release 17) (Part 1 of 2)

ACD 001		1899 02 01											
REPT 1													
ACD DN	AVG AGTS	CALLS ANSWD	ASA	AVG DCP	AVG PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	# XFER IDN	ACD	AVG TIME BUSY	POSN MANNED
8900	2	11	14	47	171	218	37	4	16	1	1	1252	1455
8900	1	12	3	42	17	59	89	1	11	0	1	726	1800
6788	1	3	20	29	0	29	436	0	****	0	0	86	1394
8989	0	0	****	****	****	****	****	0	****	0	0	****	****
4		26	11	43	80	123	107	5	15	1	2	829	1526
REPT 2													
ACD DN	CALLS ACCTPTD	RECALL TO SOURCE		ANSWERED LONGEST WT. TIME		ABANDONED NO. AVG. WT		TSF	TOF IN	TOF OUT		OVER FLOW	INTER FLOW
8900	17	0		48		3 26		64	0	3		5	3B
8900	14	4		9		1 14		100	3	0		0	2I
6788	3	0		30		0 ****		33	0	0		1	0
8989	0	0		0		0 ****		0	0	0		0	0
4		34	4		48		4 23		76	3	3		2I 3B
CDN	CALLS ACCTPTD	CALLS ANSWERED NO ASA LONG WT		ABANDONED NO AVG T		TSF	ROUTE TO		DISC	BUSY		DFLT DN	
6800	7	0 ****		0		0 ****		0	0	0		7	
6801	15	6 27		30		2 10		25	7	0		0	
6802	3	0 ****		0		0 ****		0	0	0		0	
3		25	6 27		30		2 10		25	7	0 3		7
REPT 3													
ROUTE CODE	NO - OF - TRK WORK		HPR	INC CALLS	INC CCS	OUT CALLS	ABANDONED BEF-T AFT-T		ANSWERED BEF-T AFT-T		PEG	ALL TRK BUSY TOTAL LONG	
TIE-721	240		0	448	472	0	8 7		325 23		0	0 0	
CO-711	48		0	1051	1244	0	9 0		959 17		0	0 0	
2		288		0	1499	1716	0 17 7		1284 40		0	0 0	
INTERFLOW ROUTES													
TIE-720		119		0	441	472	213				6	202 68	
1		119		0	441	472	213				6	3 1	

Table 30
Format of a typical periodic report (X11 Release 17) (Part 2 of 2)

RAN ROUTES													
RAN-789	3	...	22	2						...			
RAN-792	2	...	1	0						...			
2	5	...	23	2						...			
REPT 4													
POS ID	CALLS ANSWD	AVG DCP	AVG PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	# XFER IDN	ACD	BUSY TIME	MANNED TIME	AGTID Q / P
ACD DN 8900													
4330 01	7	57	162	30	2	54	0	0	0	0	1588	1800	9999
6805 01	4	3-	198	49	2	34	-	9	1	1	916	1110	7777
ACD DM 9900													
4335 04	12	42	17	89	1	14	0	8	0	1	726	1800	8888
ACD DN 6788													
6810 01	3	29	0	436	0	0	0	0	0	0	86	1294	6666
ACD DN 8989													
4	26	43	80	107	5	2	0	0	1	2	55	102	